

## PIA Accessibility Plan and Feedback Process 2023-2026

### General

PIA is committed to providing high-quality customer service to all passengers, by making travel more accessible and inclusive. As part of our commitment to meeting our requirements under the Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR), and as part of our goal to increase accessibility, Pakistan International Airline (PIA) has prepared this Accessibility Plan.

PIA Accessibility Plan is available at our Corporate Website and additional information concerning Special services is available online at <https://www.piac.com.pk/experience/special-assistance> & <https://www.piac.com.pk/conditions-of-carriage>

The PIA Customer Relation Section is responsible for receiving accessibility feedback and customer complaints/grievances on behalf of PIA, and will inform and involve other departments if required by the content of the feedback. The contact details are as under:

#### Mailing Address

Customer Relation Section,  
2nd Floor, Safety Building,  
PIA Head office,  
Karachi.

Feedback link: <https://feedback.piac.com.pk/>

Email: [feedback@piac.aero](mailto:feedback@piac.aero), [care@piac.aero](mailto:care@piac.aero)

Phone: 111-786-786

International Dialing: + (92-21)-111-786-786

### Alternative Format

This plan is also available in alternative formats: print, large print, and electronic format. Requests for one of these alternative formats may be made through the contact information above.

### Consultations

To identify accessibility barriers and goals, and prepare this Accessibility Plan, PIA has consulted with relevant stakeholders, including those with personal experience of dealing and interacting with persons with disabilities. The Plan was shared for review with senior management to ascertain it is under the PIA management's mission to provide seamless access and services to all including employees, passengers especially persons with disabilities.

In order to develop this initial Accessibility Plan, PIA compiled inputs from staff from various departments, including forward-facing operations staff and customer relations specialists. Review and assessment of existing customers' feedback related to barriers in accessibility of services enabled creation of this initial document. However, the accessibility Plan will be reviewed by 01<sup>st</sup> June 2024 for updating the timelines and status of documented improvement measures.

### Feedback:

PIA focuses on receiving feedback from all stakeholders concerning its service, accessibility and quality. We have various means to record the feedback/grievances and resolve the issues in an efficient manner. The quick access link for feedback is available at the website i.e. <https://feedback.piac.com.pk/>

Grievances are also recorded and processed through the Prime Minister's Performance Delivery Unit (PMDU) portal, emails, social media accounts and also through <https://www.piac.com.pk/customer-care>

## Information and Communication Technologies (ICT)

We are committed to ensuring that our digital platforms are accessible to all users, and this ongoing project reflects our dedication to inclusivity and accessibility.

Action	Timeline
Launch of new PIA website, designed on WCAG 2.0 standards to provide an inclusive experience for all users.	JUNE 2024
For the inclusion of accessibility features for special needs people, Our IT team is assigned the task to assess the feasibility of inclusion of features such as live chat with audio notes, voice-over support to our website, and its application, to navigate through the content using spoken descriptions of on-screen content	JUNE 2025
PIA offers wide- ranged services & facilities to its passengers with special needs briefly described in the Conditions of Carriage available on PIA website.  For swift accessibility, thorough guidance and a comfortable travel experience, a compilation of Special Assistance Services information under one link will be added on website for Special needs passengers.	JUNE 2024

## Communication (other than ICT)

PIA offers special assistance services for passengers with special needs that can be requested through its website, at the time of booking, or through Call Centre, at the time of Check-in.

Action	Timeline
Frequent promotion of PIA offers, special assistance services, and available channels of communication and quick access through social media forums	On going
Development of a procedure for the planning, designing, publishing, and providing its Accessibility Plan in alternative formats within the timelines specified in the Accessible Canada Regulations and the Air Transportation Planning Reporting Regulations (ATPRR), i.e  Print (within 15 days) Large print (within 15 days) Braille (within 45 days) Audio format (within 45 days)	JUNE 2024

Periodically reviewed and increased training programs for customer-facing employees, to equip them with special needs services information and methods of communicating with passengers with disabilities.	On going
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## Procurement of Services, and Facilities

PIA procures a wide-ranged services & facilities to ensure that passengers with disabilities have an accessible, convenient, and comfortable travel experience.

Action	Timeline
Procurement of boarding ramps, that will enable passengers with mobility challenges to embark and disembark from aircraft safely.	In process
Procurement of aisle chairs, wheelchairs meeting accessibility and safety standards and being readily available for use	On-going
Hiring services of GHAs with a proven track record of providing excellent service to passengers with disabilities and that have trained staff members who understand the unique needs of these passengers.	On going

## Design and Delivery of Programs and Services

PIA provides assistance to passengers with special needs. Wheelchairs, airport assistance during check in are provided by on-ground staff on request or requirement basis. Adequate information is available at the PIA website and conditions of carriage concerning terms/per-requisites of acceptance of such passengers, transportation of wheelchairs and other assistive devices and mobility aids; carriage of service dogs; and special assistance services for passengers with hearing and/or visual impairments, etc.

Action	Timeline
Quick access of all special & medical assistance request forms under one link on PIA website.	01-JUNE-2024
Ensure continuous Crew members and other front-line staff recurrent specialized training to enable them to meet the needs of passengers with different kinds of disabilities.	On going

<p>For swift accessibility and thorough guidance, a compilation of Special Assistance Services information under one link will be added on the website for Special needs passengers including but not limited to the following:</p> <p>Assistance for passengers with hearing &amp; visual impairment, intellectual or developmental disability  MEDIF requirements  Battery operated Wheelchair or mobility aid  Priority boarding  Oxygen assistance  Flying with PAP or CPAP equipment, ventilator and respiratory devices  Flying with a guide dog or service dog  Medicine onboard and transportation  Dietary requirement  Traveling with Infants, Minors, and Unaccompanied minors  Expectant mothers  Carriage of AVI  Stretcher passenger  Human Remains</p>	<p>01-JUNE-2024</p>
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## Transportation

PIA has a wide variety of accessibility-related interactions with its customers throughout their journey. Customers search for and find information on our website, request special assistance, and when either at the airport or inside the aircraft, are suitably assisted by our staff at check-in counters, boarding gates, and while embarking or disembarking the aircraft. Our priority is to provide accessible and safe air travel.

Action	Timeline
<p>Ensuring accessibility and uniformity of Special needs services at foreign locations where PIA flights are operated through periodic surveillance checks and oversight based on the agreed SLAs and IOSA standard requirements.</p>	<p>On-going</p>
<p>Implementation of Pre-flight &amp; Post-flight customer feedback allowing for targeted customer satisfaction tracking especially for PRMS and special needs passengers.</p>	<p>01-JULY-2024</p>
<p>Create a preventive repair/maintenance plan for all assistive equipment (Aisle-chairs/wheelchairs) used by passengers. Replace aged/damaged inventory by procurement and distribution of new ones.</p>	<p>On going</p>
<p>Improve training for special handling staff as outlined in the section listed in this plan as “Design and delivery of programs and services.”</p>	<p>On going</p>

## Built Environment

PIA operates to multiple destinations and also to/from Canada. Hence the built environment requires the Station Managers to represent passengers' needs and requirements in AOC meetings, and regulatory forums to ascertain special needs provisions are duly addressed and being taken care of.

Engage with airport authorities and ground handlers to ensure that adequate mobility and guidance assistance is provided through the airport segment of the customer's journey.

Action	Timeline
Periodic coordination meetings with the Regulatory authorities for provisioning of need-specific services for differently-able people, addressing Building/site access obstacles and take improvement measures.	On-going
Improve employee awareness about existing emergency procedures to assist passengers & employees with disabilities.	On going

## Employment

PIA currently has approximately 7,000 employees, a diverse workforce, inclusive of minorities and differently-able personnel and provides equal employment opportunities without discrimination.

Our Company policies are intertwined to ensure a workplace with cohesive & harassment-free environment. We strictly comply with all applicable employment legislation and regulations and are committed to protecting the rights and interests of all of its employees.

## Provisions of CTA Accessibility-Related Regulations

PIA, as a large carrier under Canadian Transportation Agency regulations, must abide by all provisions of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244) contained in Part 1, 2 and 7 applicable to foreign carriers.

The applicable Part 1,2 & 7 provisions are duly incorporated in the PIA official website to provide access to special needs passengers about the services and facilities offered.

## Conclusion

PIA is committed to removing barriers and advancing accessibility in air travel and employment. To achieve this, we collaborate with all stakeholders and will publish an updated Accessibility Plan every three years and communicate updates on our progress every year as per the given timelines.